



REPLY TO
ATTENTION OF



DEPARTMENT OF THE ARMY
HEADQUARTERS, UNITED STATES ARMY FIELD ARTILLERY CENTER AND FORT SILL
FORT SILL, OKLAHOMA 73503-5000

Policy Memo 03-1

ATZR-C (600)

9 December 2003

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Commander's Open Door Policy

1. Policy. The intent of my open door policy is to follow the procedures in AR 600-20, paragraph 2-2, and to enable members of my command to present facts, concerns, problems of a personal or professional nature, or other issues they have been unable to resolve. Soldiers are responsible to ensure that commanders are made aware of problems that affect discipline, morale, and mission effectiveness. Further, commanders at every level at Fort Sill will establish an open door policy within their commands IAW AR 600-20.

2. Procedures.

a. Military and civilian employees will make full use of the chain of command and installation support agencies to resolve problems before requesting to see me. The SJA, IG, EEO advisor, and Civilian Personnel Labor-Management Employee Relations Specialists are available to assist. If the chain of command or other agencies cannot resolve the issue, I will see the soldier or civilian employee by appointment. Schedule appointments through my secretary or aide. Enlisted soldiers will meet with the Fort Sill CSM prior to meeting with me.

b. Issues that are the subject of an ongoing action covered under statutory, regulatory, or negotiated procedures, may limit what I can discuss or influence.

3. Post this policy memorandum to the permanent section of official bulletin boards.

4. This memorandum supersedes CG Policy Memorandum 02-1, ATZR-C, 23 May 2002, subject: Commander's Open Door Policy.

I am accessible **always** but request chain of command to be used and then process expeditiously.

/signed/
DAVID P. VALCOURT
Brigadier General, USA
Commanding

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